CLINT JOHN G. SANCHEZ

Address: 17 Dama de Noche St. Tres Hermanas Village, Antipolo City

Contact Nos: 09455176194

Email: sanchezclintjohn@gmail.com/clintsanchez13@gmail.com

|  |  |
| --- | --- |
| Career Objective | Seeking for a challenging and rewarding job that will suit my qualifications.Be the asset of the company.To share my knowledge and experience in working on a BPO setting. |
| Career Profile | * Responsible, hardworking and result-driven * Can work ethically. * Can work with minimum supervision. * Secures and maintain confidential data from clients |
| Skills | * Team player, can work with diverse individuals collaboratively. * Excellent in Microsoft Office * Has the ability to handle rejections * Has good attention to details * Has the ability to work effectively to meet clients’ deadlines * Time management skills |
| Work Experience | Accenture Inc.  August24, 2009- January 18, 2013   * Encoding medical claims/data from patients by reviewing and analyzing it for payment to different medical providers. * Assuring that the claims for submission has been reviewed thoroughly as a Quality Assurance Auditor before submitting it to the client’s database for their approval. * Ensuring that the SLA metrics set by the clients have been met * Application of policy and provider contract provisions to determine if a claim is payable. If additional information is needed, or if a claim should be denied. * Reviewing charges and use of payment or denial codes within established guidelines and standards.   **Teleperformance Inc.**  **June 22, 2015- June 30, 2017**   * Customer Service Representative * Assisting customers on their school registration and technical concerns through email. * Educational Account   **Concentrix**  **January 2020- March 7, 2021**   * **Customer Service Representative**   - Answering incoming calls from customers  - Resolving customer inquiries/requests  - Ensuring customer requests are handled in an appropriate and timely manner   * **Travel Specialist**   - Assisting customers in booking their travel on a different hotels and resorts worldwide.  **Peak Outsourcing**  **August 30, 2021- October 6, 2023**   * **Records Retrieval Specialist**   + Collecting medical records, billing records, radiology films, etc. via outbound calls to the health care providers, such as physician’s office or hospitals/facilities to be used in litigation.   **October 9, 2023- present**   * **Quality Assurance Analyst**   + Responsible for monitoring and evaluating the quality of notes delivered to clients.   + Reporting the quality performance to the clients on a weekly and monthly basis thru client calls and Monthly Business Review. |
| Seminars | * Strategic Marketing Seminar- SBJMA Seminar |
| * 1st Marketing Congress: Marketing Shower: A fresh Perspective |
| * PGMA Training for Work Scholarship- Finishing Course for Call Center Agents |
| * On the job Training   Cocoplans Inc. |
| Education | Primary: Summerville Academy  1994- 2000  **Secondary: Marist School**  2000- 2004  College: San Beda College  2004- 2008  BS Marketing and Corporate Communications  **Post- Graduate: San Sebastian College- Recoletos College**  **College of Law**  2017- 2018  Juris Doctor |